

# HEALTH *matters*

Benefit information, health tips and resources for HPSM CareAdvantage members

V1-2024



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ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-866-880-0606, TTY 1-800-735-2929 or dial 7-1-1, Monday through Sunday, 8:00 a.m. to 8:00 p.m. The call is free. You can get this document for free in other formats, such as large print, braille, or audio. Call the CareAdvantage Unit at 1-866-880-0606, TTY: 1-800-735-2929 or dial 7-1-1, Monday through Sunday, 8:00 a.m. to 8:00 p.m. The call is free.


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SOUTH SAN FRANCISCO CA 94080

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# SHARE YOUR HEALTHCARE EXPERIENCE: TAKE THE CAHPS SURVEY

Every March, HPSM members are randomly chosen to take the Consumer Assessment of Healthcare Providers and Systems survey (or “CAHPS” survey). This survey is mailed in March and asks about health care experience. Hearing from our members is one way we learn both what is going well and what needs improvement to support you. Not all HPSM members get the CAHPS survey. Because of this, if you do get one, it is very important to fill it out and return it. A pencil and 20 minutes are all you need. We even give you a pre-paid envelope to return it in the mail. You can also take the survey by phone by calling the number in the packet.

 If you get a CAHPS survey in the mail, be sure to take it!

## CELEBRATING DIVERSITY IN FEBRUARY: BLACK HISTORY MONTH

For almost 50 years, every American president has designated February as Black History Month and endorsed a specific theme. Working to achieve health equity for our Black members is one of our priorities. Throughout Black History Month, we celebrated by recognizing the progress made in health care and shared information about services, resources and programs available to address health concerns.



**Some of the work we have done to help improve health equity for our Black members includes:**

- Proudly promoting the work of **San Mateo County’s African American Community Initiative (AACI)** and **Behavioral Health Services’ Office of Diversity and Equity (ODE)**.
- Promoting awareness, wellness and recovery. Check out our Health Tips pages at [www.hpsm.org/health-tips](http://www.hpsm.org/health-tips) to learn about the importance of prenatal care, general well-visits, breast cancer screening and more. Also follow us on **Facebook**, **Instagram** and **LinkedIn**.
- Offering resources to help our members stay healthy by partnering with San Mateo County’s **Black Infant Health Programs (BIH)**.

Learn more about Black history and other community events through the Office of Diversity and Equity at [www.smchealth.org/african-american-community-initiative](http://www.smchealth.org/african-american-community-initiative).

| Learn more about how HPSM celebrates diversity throughout the year at [www.hpsm.org/celebrating-diversity](http://www.hpsm.org/celebrating-diversity).



SAN MATEO COUNTY HEALTH

**SAN MATEO**

**MEDICAL CENTER NEW PATIENTS RESOURCE**

Are you 18 years or older and assigned to a San Mateo Medical Center (SMMC) primary care clinic at 39th Avenue, Coastside, Daly City, Fair Oaks or South San Francisco? If so, make sure one of your first calls is to their New Patient Connection Center at **650-372-3200**. They can help you register and set up your new patient appointments.

All members who do not meet these criteria should call their assigned SMMC clinic when they have questions.

# LANGUAGE ASSISTANCE SERVICES FOR YOU

We offer a range of no-cost language assistance services for members who speak or read a language other than English or have a hearing/vision impairment. You can get these services both when you are talking with our staff or an HPSM provider. All you need to do is tell the person you are talking with.

## Your rights to language assistance services

- All HPSM providers have to offer language assistance services from qualified medical interpreters to members with limited English proficiency (LEP) or a hearing impairment. Providers cannot require members to use family or friends as “informal” interpreters during visits. Learn why it is better to use professional language interpreters at [www.hpsm.org/language-interpreters](http://www.hpsm.org/language-interpreters).
- If you are not satisfied with the language assistance services provided by our contracted interpreters or providers, you have the right to submit a complaint or grievance. Learn more at [www.hpsm.org/complaints](http://www.hpsm.org/complaints).
- We provide online and print member materials in languages other than English and alternate formats (such as large print, Braille or audio) at no cost. Learn more at [www.hpsm.org/translated-alternative-materials](http://www.hpsm.org/translated-alternative-materials).

| Learn more about our language assistance services at [www.hpsm.org/language-services](http://www.hpsm.org/language-services).

# KNOW YOUR BENEFITS AND HOW TO USE THEM

Your Member Handbook describes your benefits and how to use them. Other information available in the Member Handbook includes:

## Benefits, services and covered medicines

- Services/medicines your health plan covers and doesn't cover.
- Copays (if needed).
- Submitting claims for covered benefits (if needed).
- Your rights and responsibilities as an HPSM member.

## Providers

- Selecting a primary care provider (PCP).
- Details about both in- and out-of-network care.
- Finding information about network providers (PCPs, specialty and mental health providers, and hospitals).

## Access to care, such as getting:

- Care where and when you need it (in an emergency, after normal business hours or when outside San Mateo County).
- Health care services and prescription medicines.
- Information and services in your preferred language.

## Appeals and complaints

- Submitting an appeal for a denied service.
- Details about HPSM's appeals review process.
- Submitting complaints.
- How decisions are made to cover new technology as a benefit.

| The Member Handbook is updated regularly. Visit [www.hpsm.org/member-handbooks](http://www.hpsm.org/member-handbooks) to find the latest version.

# OUR QUICK-START GUIDES MAKE USING YOUR BENEFITS EASY!

Every new member gets a Quick-Start Guide as part of their Welcome Packet. These guides aren't just for new members though! If you are already an HPSM member, the Quick-Start Guide can help you use your benefits. They have helpful information like:

**Six Steps to a Healthy Start**, including how to sign up for HPSM's Member Portal at [www.hpsm.org/member-portal](http://www.hpsm.org/member-portal), where you can:

- Select your primary care provider (PCP).
- Update your address and phone number.
- Check your immunization records and more — online anytime!

**Summary of HPSM benefits**, like health care services, prescription medicines and costs.

**HPSM's Ride Benefit** offers no-cost rides to and from approved health care appointments. It's available to Medi-Cal and CareAdvantage members who don't have other transportation.

**Listing of programs and resources**, such as care management, inpatient mental health treatment and HPSM's Nurse Advice Line.



Read the Quick-Start Guide for your plan online at [www.hpsm.org/quick-start-guides](http://www.hpsm.org/quick-start-guides). To get a print copy, email [customersupport@hpsm.org](mailto:customersupport@hpsm.org).

## SAVE MONEY AND TIME: GET YOUR MEDICINES DELIVERED TO YOUR HOME

CareAdvantage members can get prescription medicines delivered to their home at no cost. This is available through a new mail-order pharmacy benefit HPSM offers through Postal Prescription Services (PPS). This lets you:

- **Save money:** Shipping is available at no cost to you. Your copay is also the same as what you pay at your local pharmacy. Plus, less driving means less spent on gas.
- **Save time:** No more driving to the pharmacy and waiting in line.
- **Get medicines quickly and conveniently:** Most medicines arrive at your door within 10 days.

### There are two ways you can start using the mail-order pharmacy

To start using the mail-order pharmacy, do one of the following:

1. Call **1-800-552-6694** and ask PPS to set up your new account.
2. Visit [www.ppsrx.com](http://www.ppsrx.com) to set up your account online.

Learn more about your mail-order pharmacy benefit at [www.hpsm.org/mail-order-rx](http://www.hpsm.org/mail-order-rx).

# GET MOVING WITH YOUR NEW FITNESS MEMBERSHIP PROGRAM

Regular exercise may help you feel better, sleep better, keep a healthy weight and more! To help you reach your health and fitness goals, a YMCA membership is offered to CareAdvantage members at no cost. The membership includes access to:

- **YMCA locations** throughout San Mateo / Santa Clara Counties and San Francisco. Locations may include exercise equipment, basketball courts, indoor or outdoor fitness studios, and indoor or outdoor swimming pools.
- **More than 600 in-person and online group exercise classes** led by certified instructors in yoga, Pilates, Zumba, cycling, aqua fitness and more.
- **In-person and online wellness** coaching to help you meet your health goals.



## To get your YMCA Membership either:

- Visit a YMCA location near you and show your HPSM CareAdvantage member ID card.
- Sign up online by visiting [www.hpsm.org/fitness](http://www.hpsm.org/fitness). Choose a YMCA location near you and click the "enroll today" link.

YMCA locations in and closest to San Mateo County include:

<b>Stonestown Family YMCA</b>	<b>415-242-7100</b>	333 Eucalyptus Dr. San Francisco, CA 94132
<b>Peninsula Family YMCA</b>	<b>650-286-9622</b>	1877 S. Grant St. San Mateo, CA 94402
<b>Sequoia YMCA</b>	<b>650-368-4168</b>	1445 Hudson Street, Redwood City, 94061
<b>Palo Alto Family YMCA</b>	<b>650-856-9622</b>	3412 Ross Road, Palo Alto, 94303
<b>Lewis &amp; Joan Platt East</b>	<b>650-328-9622</b>	550 Bell Street, East Palo Alto, 94303
<b>Palo Alto Family YMCA</b>		

If you are already a YMCA member, the YMCA team will enroll you in the CareAdvantage Fitness Membership Program. You will then no longer be charged for your YMCA membership.

*Talk to your primary care provider about any changes you may want to make to your exercise routine.*

## URGENT HEALTH CARE ADVICE BY PHONE DAY OR NIGHT

If you are worried about your health, HPSM has a no-cost **Nurse Advice Line**. Call **1-833-846-8773** if your provider is not available.

Registered nurses are ready to answer questions about your symptoms. They can tell you:

- ✓ How soon to see a health care provider.
- ✓ What to do if your symptoms get worse.
- ✓ If you can do self-care at home to start feeling better.



**If you have questions about your benefits, call HPSM's CareAdvantage Unit.**

Local: **650-616-2174**

Toll-free: **1-866-880-0606**

TTY: **1-800-735-2929** or dial **7-1-1**

Call center hours are Monday – Friday, 8:00 a.m. – 8:00 p.m.

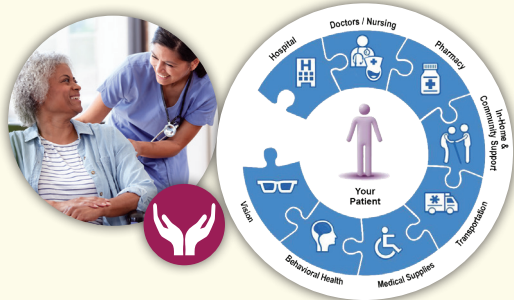
# HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

HPSM's PHM Program helps our members get and stay healthy. Here is a look at how these programs help members reach their health goals.

**The Care Transitions Program** helps members who have been sent home from the hospital avoid returning to the hospital. Once home, members can be referred to HPSM's Integrated Care Management (ICM) Team for follow-up. The ICM Team assigns each member a Care Manager who:

- Helps the member develop and follow their care plan.
- Connects the member with their primary care provider (PCP).
- Talks with the member's family about other care needs.

To learn more, join or opt out, call HPSM's ICM Team at **650-616-2060**.



**The Complex Case Management Program** helps members who have one or more ongoing health conditions get the care they need to reach their health goals. Ongoing health conditions can include diabetes, high blood pressure or asthma. Emotional and social support is also offered through plan providers, partners and local resources.

HPSM's Care Managers call eligible members inviting them to join the program. Members can opt in or out at that time. Once a member joins the program, a Care Manager is added to their care team. This Care Manager follows up regularly to:

- Identify and prioritize concerns, goals, and interventions.
- Develop a care plan with the member.
- Help connect to other support services
- Assist in managing the member's health issues and needs.

To learn more, visit [www.hpsm.org/cc](http://www.hpsm.org/cc) or call HPSM's ICM Team at **650-616-2060**.

## ANSWER THE CALL FOR THE HEALTH RISK ASSESSMENT (HRA) SURVEY

Healthcare can seem like a puzzle with many pieces that are hard to put together on your own. Answering HPSM's HRA survey can help.

The survey only takes 30 minutes. We'll use your answers to develop a personalized care plan that covers everything from medicines and doctor visits to nutrition and exercise. Your HRA and care plan are completely confidential.

### Getting started is as easy as 1 – 2 – 3

1. Answer HPSM's call and take the survey about your health and lifestyle.
2. Participate in your care planning meeting and get your personalized care plan.
3. Review your care plan with your provider and/or reach out to HPSM for any care coordination needs.



For questions about the HRA, call us at **1-888-783-3035** or **650-616-5035** (TTY: **1-800-735-2929** or dial **7-1-1**). Call center hours are Monday – Friday, 8:00 a.m. – 8:00 p.m.

# EARN \$ REWARDS FOR CANCER SCREENINGS

Cancer screening tests save lives. Getting screened can help your primary care provider (PCP) find abnormal cells or cancer at an early stage before symptoms appear. When cancer is found early, it may be easier to treat or cure. That is why it is important to get screened.

**Earn rewards for getting your cancer screenings.** Through a new program, CareAdvantage members can get a \$25 Target GiftCard™ for getting their breast or colorectal cancer screenings. That means you can get two GiftCards worth \$50 in total if you get both screenings! Once you get your screening, the \$25 Target GiftCard will be shipped to the home address that you provided to HPSM. It should arrive within 90 days of when you got your screening. Talk with your PCP if you are not sure when you should get your next breast or colorectal cancer screening. To learn more, visit [www.hpsm.org/cancer-screening](http://www.hpsm.org/cancer-screening).

**Below is information on when to get recommended cancer screening tests.** At your next visit, ask your PCP which screening tests you are due for.

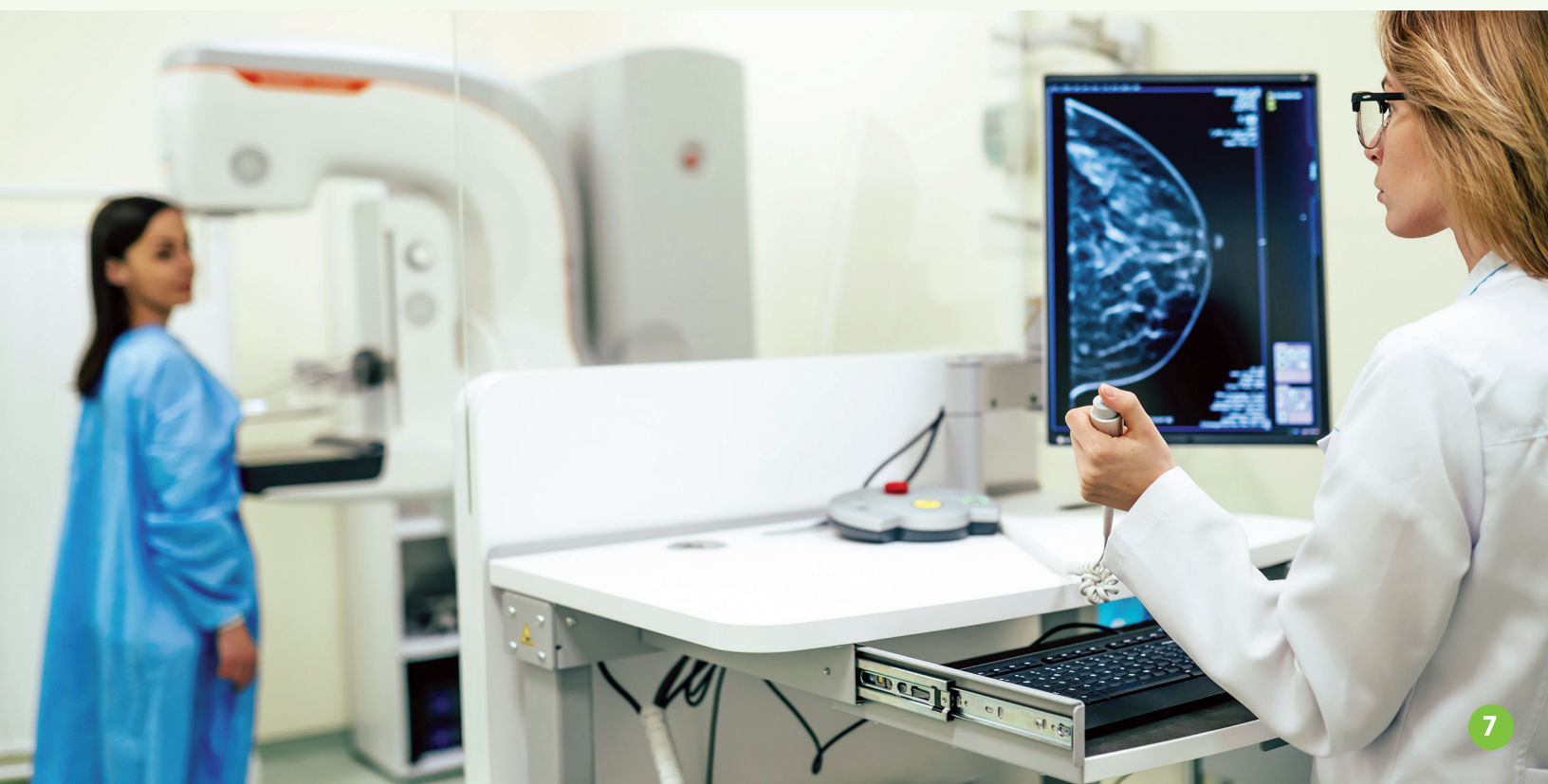
**Breast cancer screening:** Routine mammograms help find breast cancer early. This screening test is used to find changes in the breasts, even before a lump can be felt.

- **40-49 years old:** Ask your PCP about your specific risks for breast cancer and when to get your first mammogram.
- **50-75 years old:** Get a mammogram every one to two years. Talk to your PCP about when you are due for your next mammogram.

**Colorectal cancer screening:** Has been shown to prevent cancer in the colon. Different screening tests are used to find signs of colorectal cancer.

- **45-49 years old:** Get your first colorectal cancer screening. Ask your PCP how often you should be screened and which test to get.
- **50-75 years old:** Continue to get screened. Ask your PCP how often you should be screened and which test to get.

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# LET HPSM HELP YOU GET THE MOST FROM YOUR MEDICATIONS

## Do you ever feel like you are:

- Taking medicines you may no longer need?
- Unhappy with some of the side effects of your medicines?
- Spending too much money on medicines?

CareAdvantage has a program that may be able to help. Members with certain medical conditions and who take eight or more medicines qualify for our no-cost **Medication Therapy Management (MTM) Program**. If you qualify, our partner MedWatchers will reach out to you by phone and/or mail. The MTM Program will not change the medicines covered by Medicare.

## The MTM Program can:

- Make sure your medicines are working.
- Help you get the best results from your medicines.
- Check if there are other medicines that can help you.

## The MTM Program gives you:

**A Comprehensive Medication Review (CMR)** at least once a year. The CMR is a confidential 30-minute review of your prescription and over-the-counter medicines. It is done by a MedWatchers pharmacist or other health professional over the phone.

**A Targeted Medication Review (TMR)** at least once every three months. The TMR is a review of all your medicine records by MedWatchers. If they find any problems, they let you and/or your healthcare provider know by phone or mail.

Joining this program will not affect your CareAdvantage benefits. If you already heard from MedWatchers and you want to opt out of the MTM Program, call **1-866-374-6238** (TTY/TDD 7-1-1).

| To learn more about the MTM Program and who qualifies, visit [www.hpsm.org/mtm](http://www.hpsm.org/mtm).

